



JOB DESCRIPTION

JOB TITLE:	Police Community Service Officer	
DEPARTMENT:	Police Department	
REPORTS TO:	Police Sergeant	DATE: April, 2009
EMPLOYEE UNIT:	CSOA	Supersedes: July, 2000
FLSA EXEMPT:	No	

JOB SUMMARY: Under direct supervision of a Police Sergeant, provides selected aspects of general law enforcement services to the community which does not require the legal powers of a sworn police officer.

CLASS CHARACTERISTICS: This is an entry level civilian law enforcement classification. Principal duties include response to non-hazardous calls for service, reporting and follow up of selected crimes and other non-criminal incidents, parking and vehicle abatement enforcement, traffic control, assisting in crime prevention activities, assisting in animal control duties, and other law enforcement services and duties as required. A significant degree of initiative, independent judgment, and discretion is required. The ability to positively interact with community members and professionals from other government agencies is required of incumbents to develop, maintain and successfully perform this customer service position.

The specific technical nature of law enforcement procedures, plus the necessity to undergo a thorough background investigation prior to appointment, and the variety of duties, many of which are in the field in many non-routine circumstances, distinguishes this class from other civilian classifications.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following duties are performed personally, in cooperation with the Police Sergeant, and/or in coordination with other City staff and community groups. Additional duties may be assigned.

1. Answer non-hazardous calls regarding selected law enforcement matters, enforce selected City, County, or State laws and ordinances, or request assistance as required.
2. Secure information from parties at an incident scene and follow through on investigations.
3. Maintain accurate records and write accurate incident or crime reports.
4. Direct traffic at emergency or congested situations.
5. Serve subpoenas.
6. Assist with crime prevention, public education, and acts in collaboration with other community organizations.

7. Perform parking enforcement and abandoned vehicle abatement duties.
8. Assist in animal control officers duties.
9. Conduct follow up of selected investigations and assist in locating missing juveniles.
10. Collect and assemble information as may be required to assist in criminal investigations.
11. Collect and assist in packaging evidence at crime scenes as directed.
12. Utilize computer equipment to access information and complete reports.
13. Provide and answer inquiries from the general public.
14. Complete paperwork for offender registration requirements.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required.

Education & Experience:

1. Graduation from high school or the equivalent.

Licenses & Certificates:

1. Possession of a valid California Class C driver's license in compliance with adopted City driving standards.
2. Must possess a valid first aid/CPR certification.

Other Requirements:

1. Must be 18 years of age at time of appointment as a Police Community Service Officer.
2. Must be able to meet state standards for accessing criminal history information as determined by a comprehensive background and psychological examination.
3. Must be willing to work various hours, rotating shifts, weekends and holidays, and be available for callback.
4. Bilingual English/Spanish highly desirable.

Knowledge of:

1. Basic law enforcement terminology and concepts.
2. Interpersonal communications techniques for dealing with varied groups of people particularly in emergency situations.
3. Laws, codes and ordinances relevant to assigned duties.
4. Standard record keeping and report writing procedures and techniques.
5. Department and City policies and general orders

Skill in:

1. Communicating verbally in a clear and effective manner.
2. Obtaining accurate information from individuals in non-emergency and emergency situations.
3. Handling multiple activities simultaneously while maintaining attention to detail.
4. Understanding and following oral and written directions.
5. Exercising sound, independent judgment within established guidelines.
6. Performing various civilian support services in an efficient and effective manner.
7. Maintaining accurate records and preparing clear and concise reports and materials.
8. Establishing and maintaining effective working relationships with those contacted in the course of the work.
9. Use of common office software including Microsoft Office and applicable specialized law enforcement software.
10. Providing outstanding customer satisfaction (internally and externally).

Ability to:

1. Operate radio and telephone equipment, following departmental and F.C.C. regulations.
2. Perform various law enforcement support work.
3. Quickly learn the policies, procedures and performance standards pertaining to the work.
4. Think and act quickly in emergencies and evaluating situations and people accurately.
5. Quickly learn and retain complex laws, codes and case law pertaining to law enforcement duties.
6. Use discretion effectively to determine a proper course of action consistent with a community-oriented, problem solving approach to policing.
7. Establish and maintain effective working relationships with those contacted in the course of the work.
8. Perform in a manner which reflects the City and Police Department mission, values and goals.

PHYSICAL DEMANDS: Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
2. While performing the duties of this job, the employee is regularly required to run, jump, push, pull, drive safely at high speeds and in adverse conditions, physically apprehends and subdues suspects.
3. Employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus, and be free from color blindness.

WORK ENVIRONMENT: Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Employee generally works 60% indoors and 40% outdoors (including time spent in a patrol car or other police vehicle.) Employee goes from being seated in a docile position in their police cars or office to a

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highly energized position, and then return to the docile position. The job can be very fast paced and may require quick changes in pace within a short period of time.

2. While performing the duties of this job indoors, the work environment is generally in a temperature-controlled office.
3. Employee regularly works outdoors at all times of day and in all weather conditions.
4. Noise level in the work environment is usually moderate but the employee may occasionally be exposed to high level noises including but not limited to emergency vehicle sirens, shouting, and yelling.